

Pine Belt Cellular, Inc.

54.209 Compliance Report

I. Progress Report on Five-Year Service Quality Improvement Plan

For the period July 1, 2010 through June 30, 2011 Pine Belt Cellular, Inc. (“Pine Belt”) undertook and completed the following service quality improvement projects:

1. Added North Camden 1X Voice and Data Cell site – Camden Wire Center
2. Added Jachin 1X Voice and Data Cell site – Butler Wire Center
3. Added EVDO Data on Safford Cell site – Alberta Wire Center
4. Added Catherine 1X Voice and Data Cell site – Catherine Wire Center
5. Added Suttle 1X Voice and Data Cell site – Selma Wire Center

In accomplishing these projects, Pine Belt invested \$650,711.92 in telecommunications property, plant and equipment. During the same period, Pine Belt received \$161,003.00 in universal service support.

These projects are depicted in the maps on pages 2 thru 6. These maps show the following information

Colors

Green	Predicted RSL equal to or better than -80 dBm
Yellow	-81 to -90 dBm
Magenta:	-91 to -100 dBm

Tower Site Symbols

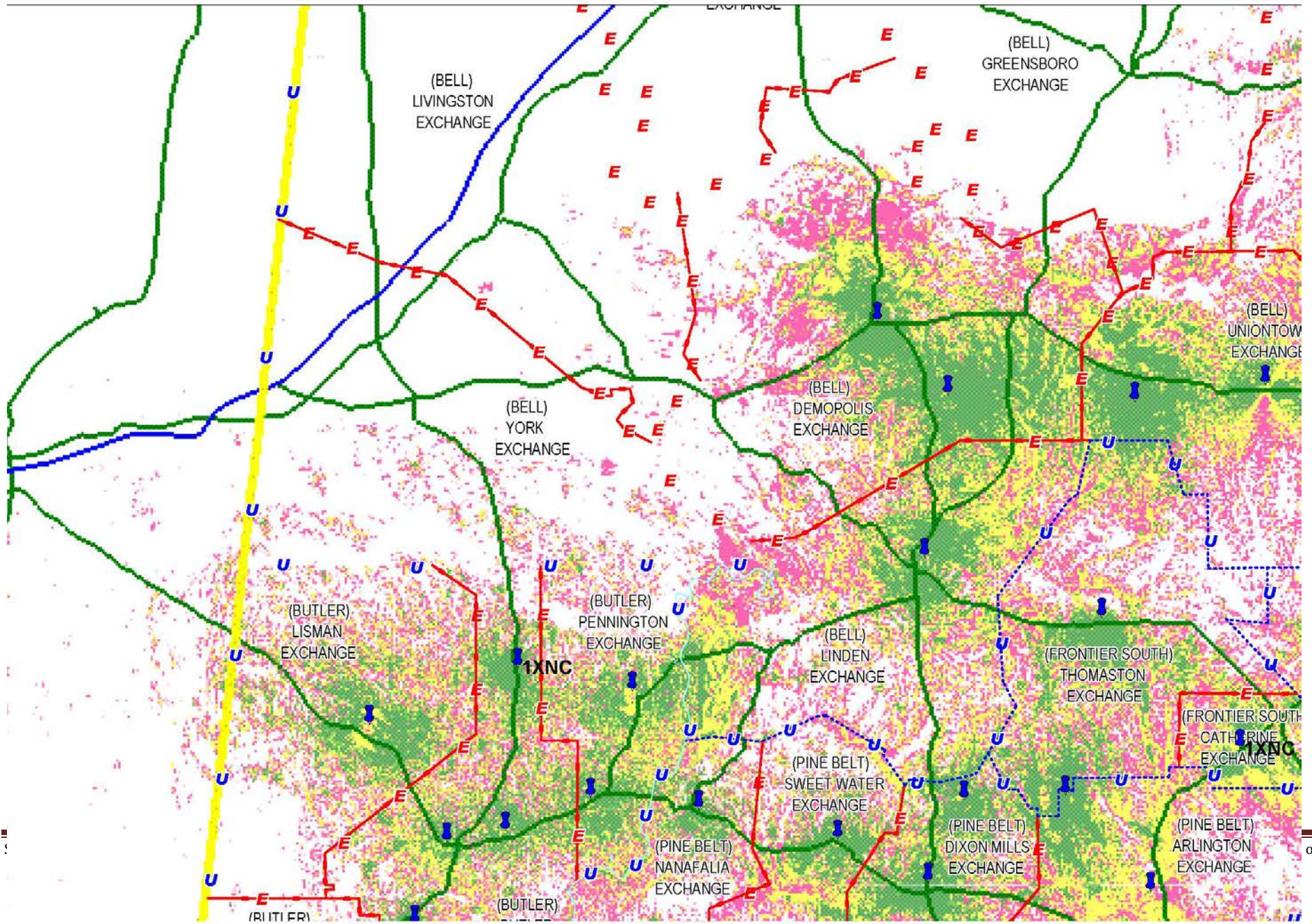
1XNC	New site providing 1xRTT Voice and Data service
3GNC	3G-EVDO Mobile Broadband data added to existing voice coverage

Underlying Wire Center Information

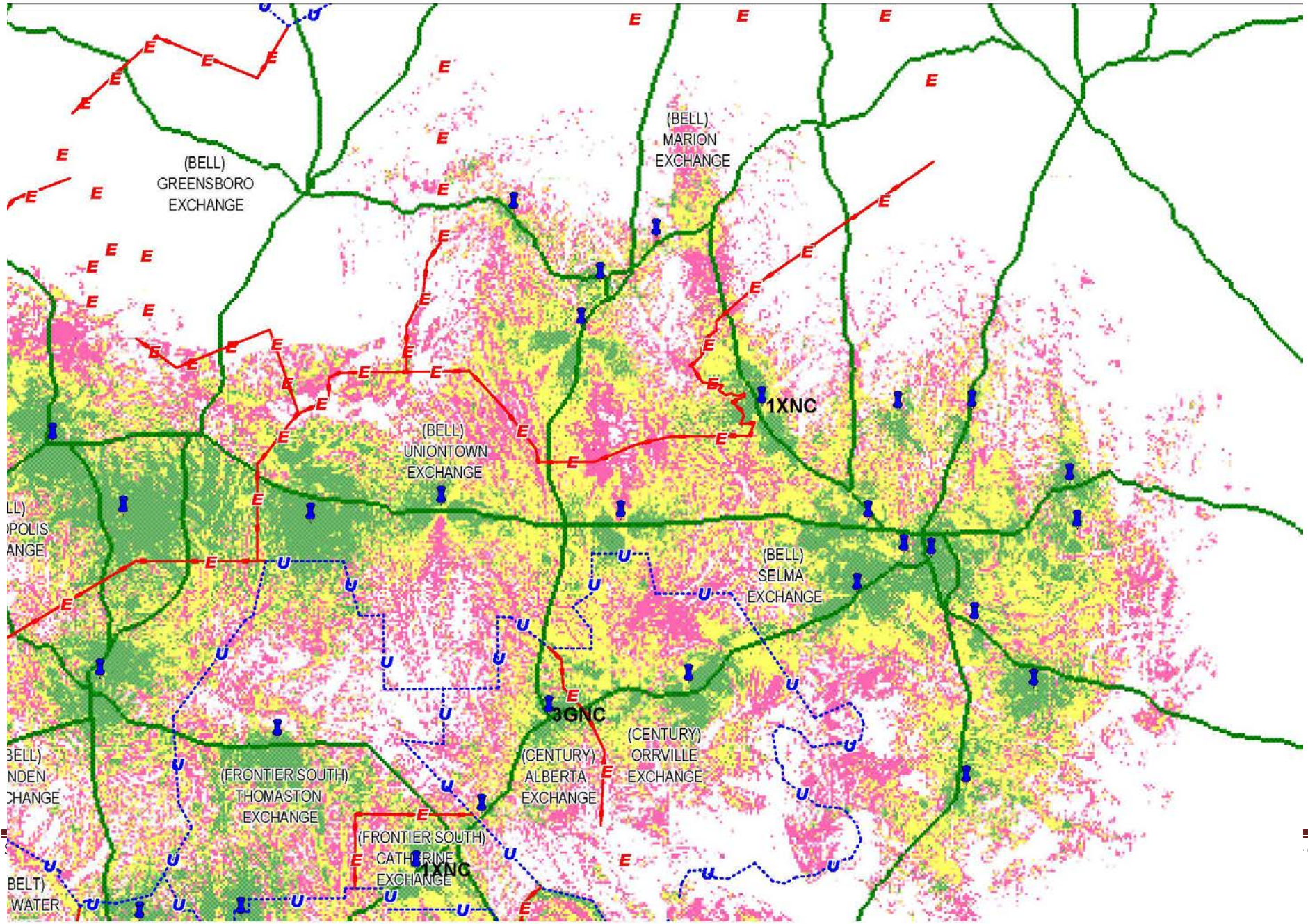
U	ILEC Ultimate Boundary
E	ILEC Exchange Boundary
Text	ILEC Company and Exchange Name which correspond to Wire Center Name

The first map depicts Pine Belt Cellular’s entire 5 county licensed area. The following maps are the areas Northwest, Northeast, Southeast and Southwest.

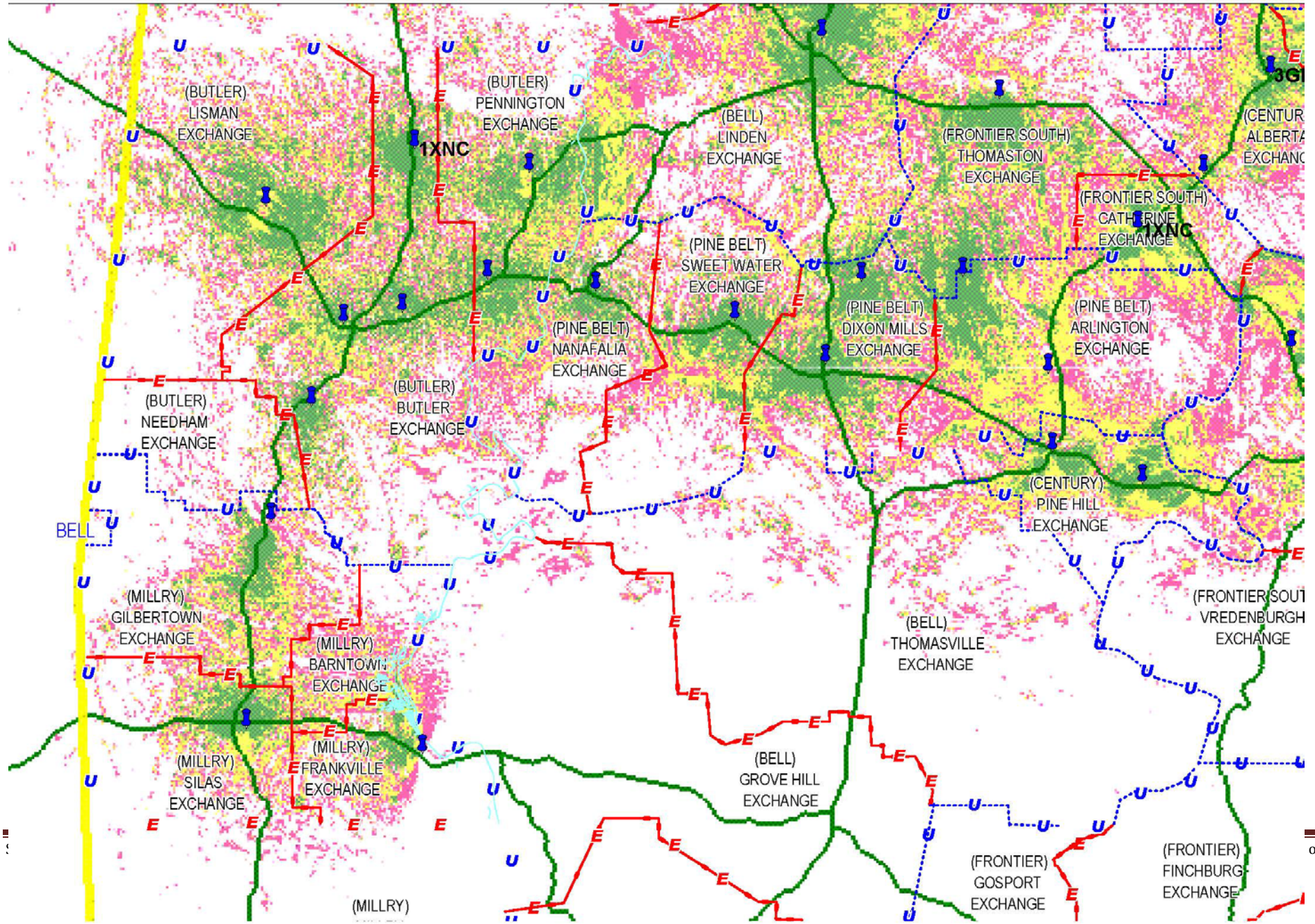
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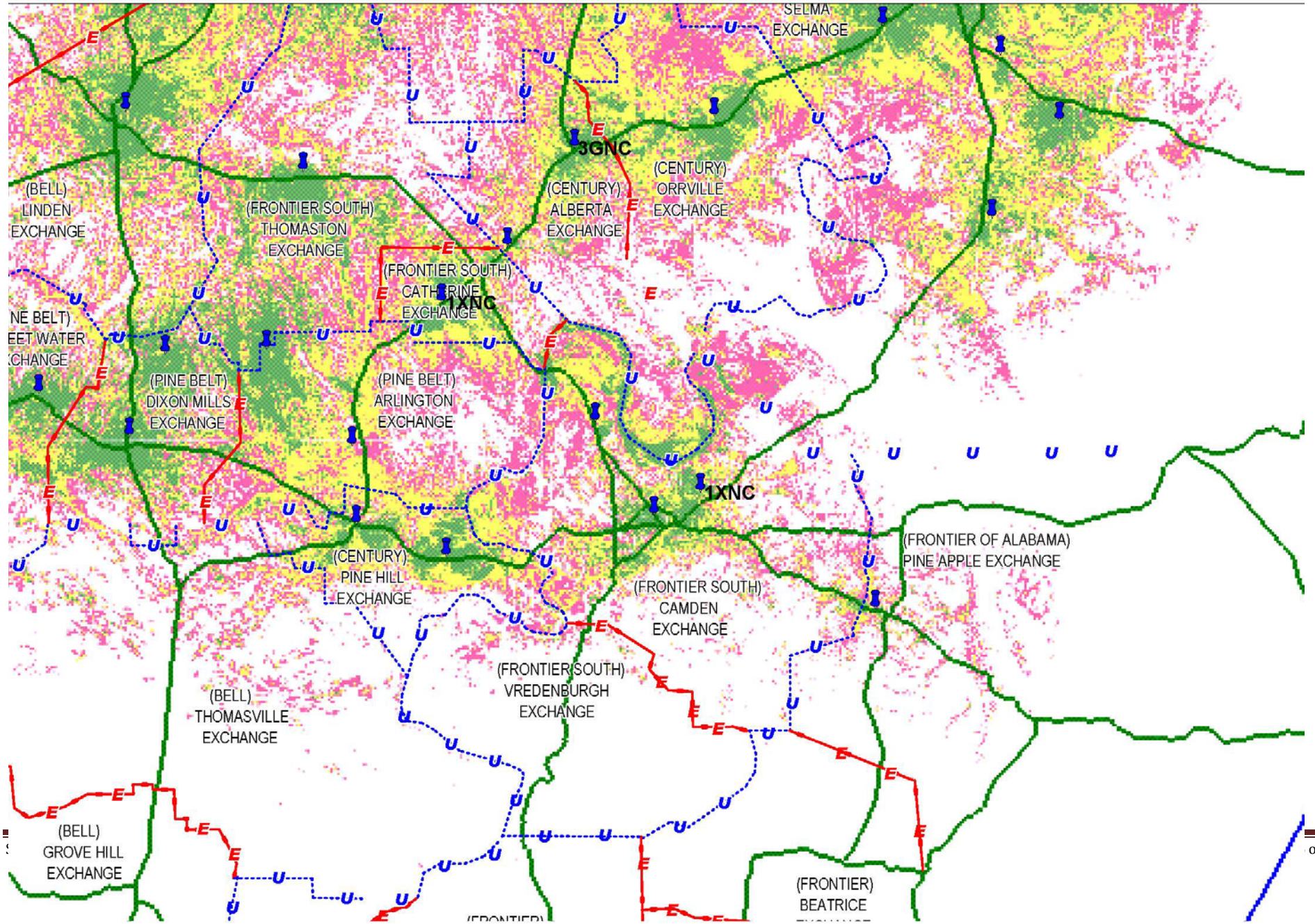
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II. Outages Lasting 30 Minutes or Longer Potentially Affecting at Least 10% of End Users in a Designated Service Area

Pine Belt serves a relatively small subscriber base in a small, rural area. As a result, one could argue that any outage has the potential impact of affecting service to 10% or more of its end users. Out of an abundance of caution, Pine Belt submits on the following pages a log of all critical outages lasting 30 minutes or longer during the reporting period.

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Start Date	Start Time	End Date	End Time	Facility	Name	Description	Wire Center Name	Wire Center CLLI	SAC	Resolution	Estimated % of Customers Affected
8/21/2010	16:00	8/25/2010	16:00	Cell 10 EVDO	Pennington	Lightning Surge damaged Airwalk One Ran-DO	Butler	BTLRALXA	250284	Replaced damaged equipment	3%
9/20/2010	13:30	9/21/2010	12:30	Cell 22 EVDO	Childers Creek	Airwalk AW96 would not boot	Selma	SELMALMT	255181	Replaced damaged equipment	3%
10/27/2010	19:39	10/28/2010	7:49	Cell 10	Pennington	Lightning Surge damaged T1 port on M/W Radio	Butler	BTLRALXA	250284	Replaced T1 port	3%
10/27/2010	19:39	11/5/2010	14:00	Cell 10	Pennington	Lightning surge damaged Airwalk One Ran-Do	Butler	BTLRALXA	250284	Replaced damaged equipment	3%
12/21/2010	4:00	12/21/2010	6:00	Cell 3 EVDO	Red Springs	Links out. Power cycled equipment and restored service	Butler	BTLRALXA	250284	Power cycled equipment to restore service	3%
12/21/2010	16:30	1/4/2011	13:00	Cell 4B	Sweet Water	Power Supply out on STM.	Sweet Water	SWWRALXA	250315	Replaced power supply	3%
1/6/2011	3:12	1/6/2011	9:00	Cell 27	Riverdale	Data Links oos; rectifier card out in M/W Cabinet	Selma	SELMALMT	255181	Replaced rectifier card	3%
2/8/2011	23:33	2/9/2011	8:30	Cell 26	Uniontown	Data Links oos; rectifier card out in	Uniontown	UNTWALNM	255181	Replaced rectifier card	3%

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						MW cabinet					
2/8/2011	22:30	2/9/2011	10:00	Cell 27	Riverdale	Data Links oos; rectifier card out in MW cabinet	Selma	SELMALMT	255181	Replaced rectifier card	3%
2/12/2011	22:00	2/15/2011	12:00	Cell 4g1	Mt Sterling	Problem with fiber optic cable	Butler	BTLRALXA	250284	Fiber optic cable was repaired	100%
5/7/2011	16:40	5/8/2011	21:00	Cell 3 EVDO	Red Springs	Charter Fiber Optic Cable cut	Butler	BTLRALXA	250284	Fiber optic cable was repaired	100%

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□ ***Outages Potentially Affecting a 911 Special Facility***

During the reporting period, there were no outages that affected Pine Belt's ability to process calls to the 911 emergency response system.

□ ***Actions taken to mitigate future occurrences include:***

- a. Regularly scheduled inspections of network critical components, including but not limited to line sweeps, power calibrations, and ground field audits;
- b. Periodic reviews of all in preventive maintenance activities looking for indications of impending equipment failures;
- c. Requests for priority treatment from supporting utilities and deployment of portable standby power generation equipment if necessary;
- d. Coordination with ILEC

III. Unfulfilled Service Request

Pine Belt has no pending requests for service in the area in which it holds ETC designation from the past year. There were forty four applicants during the year that disconnected during the initial subscription grace period because of reported quality of service issues at the customers premise – (this includes cellular, EVDO and 1X services).

IV. Complaints per 1,000 Handsets or Lines

During the reporting period Pine Belt averaged less than 10 quality-of-service related complaints per 1000 handsets per annum.

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V. Certification

Pine Belt Cellular, Inc. certifies that;

- a) it is complying with the applicable service quality standards and consumer protection rules;
- b) it is able to function in emergency situations as set forth in Section 54.201(a)(2) of the Commission's Rules;
- c) it offers a local usage plan comparable to that offered by the incumbent LEC in the relevant service areas; and
- d) it acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.



By: _____
John C. Nettles, President
Pine Belt Cellular, Inc.

Date: September 28, 2011